



Mark G. Thessin
Vice President - Rates & Regulatory Affairs

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REGULATORY AUTH.

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OFFICE OF THE
EXECUTIVE SECRETARY

June 30, 2000

Mr. David Waddell
Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243-0505

RE: Docket No. 00-00446
Complaint by Ms. Claire Schuler
Against United Cities Gas Company

Dear Mr. Waddell:

This letter will serve as United Cities Gas Company's reply to the formal complaint Ms. Claire Schuler filed against the Company on May 31, 2000.

Ms. Schuler's chief complaint appears to be that her gas bills are too high and do not reflect her usage patterns. Ms. Schuler's bills have fluctuated somewhat from month to month. The reason for this, as Ms. Schuler admits in her complaint, is that there is a dog on her property that makes the meter inaccessible from time to time. This causes the billings one month to be estimated with a following month as a "catch up" when the meter is finally read. There has never been any evidence or indication that the customer's gas meter is reading improperly. Despite this, the Company has given Ms. Schuler a credit of \$79.70 which corresponds to the amount of her November, 1999 bill. This is all set forth in the attached letter Denise Manning wrote in response to Ms. Schuler's first complaint.

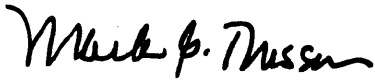
Ms. Schuler also complains about possible gas leaks on her property. When this allegation occurred United Cities went to the premise on March 15, 2000. The person who answered the door stated that he had never smelled any gas odor and there were not any leaks. The serviceman also did not observe any indication of leaks or smell gas. In response to another phone call, a Company crew returned to the premise on March 30, 2000 and conducted a leak survey. At this time a slight leak was discovered on the customer's side of the meter at a post that used to serve a gas grill. The post to the grill was capped immediately. The serviceman relit Ms. Schuler's water heater, however she did not want her furnace to be relit.

POSTED
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In closing, the Company denies the allegations set forth by Ms. Schuler in her complaint. The Company submits that it has tried to settle this complaint previously by providing Ms. Schuler with a credit. At this time, unless further information or evidence is developed, the Company will defend itself against the complaint at a hearing or other forum set forth by the TRA.

Should you have any further questions or need additional information please feel free to contact me at 615-771-8330.

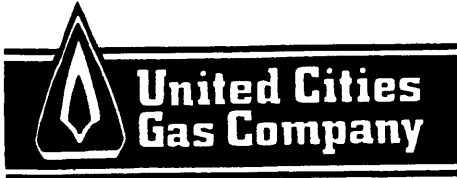
Sincerely,

A handwritten signature in black ink, appearing to read "Mark G. Thessin". The signature is fluid and cursive, with the first name "Mark" being more prominent.

Mark G. Thessin

Cc: Ms. Claire Schuler
1007 Old Lascassas
Murfreesboro, TN 37130

Denise Manning



March 6, 2000

Consumer Services Division
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Re: Ms. Claire Schuler
1007 Old Lascassas
Murfreesboro, TN 37130

File No. 00-0366

Fax #741-8953

Dear Representative:

I received the complaint from Ms. Schuler through your office regarding her meter reading, the inaccessibility of her meter due to a dog on the property, and subsequent gas bills.

I apologize for the problems on not being able to read her meter. Our local supervisor Jay Murray has visited with Ms. Schuler and discussed the dog situation. We now believe we will have access to the meter to read it each month.

As far as the gas charges on this account, the following is a breakdown of those charges. Please note that December's meter reading was the facilities charge only as access to the meter was not possible and the only charge applied to this account was the facilities charge without any gas consumption being billed.

October 99	gas charges \$20.84	Customer paid \$0
November 99	gas charges \$79.70	Customer paid \$40.84
December 99	gas charges \$6.18	Customer paid \$6.18 (meter Inaccessible)
January 2000	gas charges \$137.31	Customer paid \$59.70 (charges from December reflected on this bill)
February 2000	gas charges \$149.00	Customer paid \$0

Current Balance Due - \$286.31

After speaking with Ms. Schuler, she understands that her current balance due and payable is \$286.31 and all other charges are appropriate for this account. If Ms. Schuler would like to set up payment arrangements on her current balance, she can do so by calling our toll-free number 1-888-824-3434.

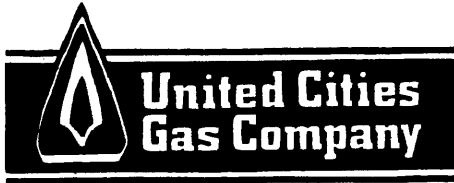
If you have any questions, or if I can be of any assistance in the future, please do not hesitate to call me at 615-771-8342.

Sincerely,



Denise D. Manning
Public Affairs Manager

GP
BS
JM
JN



May 5, 2000

Ms. Claire Schuler
1007 Old Lascassas
Murfreesboro, TN 37130

TRA File No. 00-0371

Dear Ms. Schuler:

The following adjustment has been made on your gas account:

A credit in the amount of \$79.70 for the month of November 1999, the month in dispute.

We have found nothing amiss on any of the gas charges on this account; however, the above adjustment will be made as our final offer to satisfy the dispute you have on your gas consumption.

A new gas bill will be sent out that recognizes this adjustment within the next 7 days.

Sincerely,


Denise D. Manning
Public Affairs Manager

C: Jean Curran, Tennessee Regulatory Authority